

CAPFacts

The Computer/Electronic Accommodations Program
Office of the Assistant Secretary of Defense (Health Affairs)



Providing **real solutions for real needs** is the mission of the Computer/Electronic Accommodations Program (CAP) to ensure people with disabilities and wounded service members have equal access to the information environment and opportunities in the Federal government. CAP is working to remove barriers to Federal employment opportunities by eliminating the costs of assistive technology.

CAP Customers

CAP provides free assistive technology and services to Federal employees with disabilities, wounded service members, Federal managers, supervisors, and IT professionals, increasing employment opportunities and access to the information technology environment in the United States and abroad.

CAP Services

If you have a disability and are employed by a component of the Department of Defense (DoD), or one of the Federal agencies that has a partnership with CAP, you are eligible for CAP services. CAP provides:

- Assistive technology to increase access to the computer and telecommunications environment
- Individualized needs assessments
- Demonstration and evaluation of assistive technology
- Installation, integration and training
- Disability education and awareness
- Section 508 training

CAP Technology Evaluation Center

In order to support the CAP mission to provide assistive technology and related accommodations, the CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Located at the Pentagon, CAPTEC contains computer workstations equipped with a wide variety of equipment designed to accommodate persons with disabilities. People seeking solutions to accessibility challenges can visit CAPTEC to see the assistive technology, compare different solutions, and ensure that the equipment will be compatible with their current computer and/or telecommunications environment.

Managers and supervisors can learn how assistive technology enables people with disabilities to become or remain valuable employees. For those unable to visit CAPTEC in person, needs assessments and technology demonstrations can be conducted via Video Teleconference (VTC). To schedule an appointment, visit the CAPTEC website at www.tricare.osd.mil/cap/acc_sol/CAPTEC_Appointments.cfm.



Computer/Electronic
Accommodations
Program

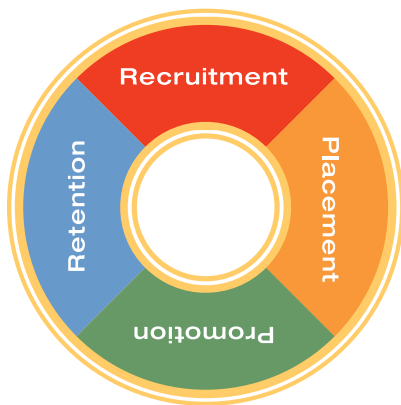
CAP Technology Evaluation Center (cont'd)

Assistive technologies available for evaluation at CAPTEC include the following:

- **Deaf and hard of hearing:** PC-based teletypewriters, assistive listening devices, personal amplification, and video communication devices
- **Blind or low vision:** computer output devices including screen readers, magnification software, Braille terminals, and closed caption TVs
- **Dexterity disabilities:** computer input devices, including alternative keyboards, pointing devices, and voice recognition software
- **Cognitive disabilities:** talking dictionaries, scanner-reader software, and memory aids
- **Communication disabilities:** word prediction software, text-based devices, and voice amplifiers

Employment Initiatives

CAP supports Federal employees throughout the employment lifecycle, including; recruitment, placement, promotion, and retention of people with disabilities and wounded service members.



If you are a human resource manager or hiring official, CAP can help

increase your placement of people with disabilities by eliminating the costs of accommodations.

Recruitment: CAP recognizes the talent in the disability community and works with recruitment programs to identify candidates for the Federal sector.

The Workforce Recruitment Program (WRP) provides summer internships for college students with disabilities. WRP is coordinated by the Department of Labor's Office of Disability Employment Policy (ODEP) and DoD. Each year, trained recruiters interview 1,800 students with disabilities at over 200 campuses across the nation, and develop a database listing

the qualifications of each student. CAP provides the needed assistive technology for the summer interns



to increase accessibility and productivity. Many of these WRP students become full-time Federal employees after graduation. For additional recruitment resources,

please visit www.dol.gov/odep.

Placement: Consider using the *Schedule A* Hiring Authority to recruit and place more people with disabilities. *Schedule A* enables a Federal employer to non-competitively hire a person with a disability. In many cases, the candidate is being forwarded to the open positions through a state vocational rehabilitation system. CAP works to link these two organizations to assist Federal agencies in meeting their Human Capital Scorecard requirements and to fulfill the important objectives of the Equal Employment Opportunity Management Directive 715. For additional information on Federal regulation, please visit www.eeoc.gov.

Promotion: CAP recognizes that part of career advancement is to attend important and necessary training and development courses. CAP provides education, technical assistance, and assistive technology to government training centers to ensure Federal employees have access to training and promotional opportunities. CAP provides these centers with the assistive



technology that will empower employees with disabilities to participate in trainings and enhance their skill sets. For additional promotion resources, please visit www.aace.org.

Retention: CAP works closely with Federal organizations to ensure the Federal government retains as many employees with disabilities as possible and accommodates employees that develop disabling conditions. Employees can learn more about how to stay productive and healthy via

Employment Initiatives (cont'd)

our *Healthy Work Practices Program (HWPP)*. CAP recognizes the positive impact the aging workforce will have in our nation's productivity and creativity—as long as the assistive technology and accessible environments are available for them. As retention issues evolve in today's Federal workforce, CAP will continue to tailor our services to meet the needs of our employees in the Federal office.

CAP provides education and resources for preventative measures:

- Ergonomic presentations, needs assessments; and
- The *CAP Workplace Ergonomics Reference Guide*.

The *HWPP* assists in reducing the loss of employees via disability, retirement, and to minimize the impact of lost productivity and employee morale because of



Workers' Compensation-related injuries. CAP partners with Workers' Compensation officials to assist claimants in their return to work process by providing assistive technology at their

workplace or Telework location. The *HWPP* provides educational workshops, resources on ergonomics and preventative measures, and accommodations for employees with dexterity disabilities. For additional Workers' Compensation resources, please visit www.dol.gov/esa/owcp_org.htm.

CAP also supports Telework as a form of reasonable accommodation, and the retention of people with disabilities, such as Workers' Compensation claimants, by providing assistive technology and services to ensure productivity. CAP will purchase assistive technology to assist individuals who have developed disabling conditions. If you have a signed copy of your agency's telework agreement, which allows you to work from home one or more days per week as a form of reasonable accommodation, CAP will provide:

- Computer or Laptop
- Printer, Fax, Copier, or All-In-One Device

For more information, visit www.tricare.osd.mil/cap/Employment_Needs/Telework.cfm, or submit a CAP request form at www.tricare.osd.mil/cap/accom_process/Request.cfm?type=request. Along with your request form, please include the computer specifications that your agency will support.

For additional telework resources, please visit www.telework.gov.

Wounded Service Members

Our soldiers, sailors, airmen and marines are returning everyday from deployment in Operation Enduring Freedom and Operation Iraqi Freedom. Yet many of them are not returning to their duty assignments; instead, they are recovering at various Military Treatment Facilities (MTFs) because of injuries they sustained in the Global War on Terror.

CAP is committed to providing assistive technology and support to returning wounded service members. Accommodations are available for service members with vision or hearing loss, dexterity impairments, including upper extremity amputees, and communication and cognitive difficulties. CAP is available to provide accommodations to service members in the following phases:

Phase 1: Recovery and Rehabilitation: Provide assistive technology to support medical recovery and rehabilitation in MTFs.

Phase 2: Transition: Increase awareness of assistive technology in housing and training facilities for future independence and employment.

Phase 3: Employment: Provide assistive technology and accommodations free of charge for internship and/or permanent employment within the Federal government.

For additional Wounded Service Member resources, please visit www.military.com/support.





CAP Online

To ensure prompt and equal access for all CAP

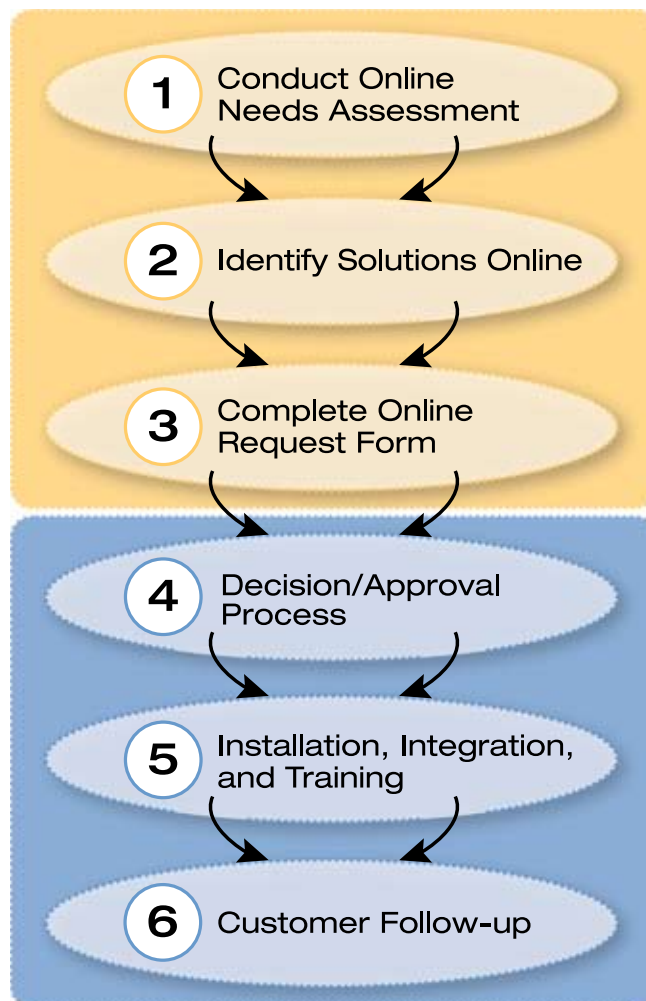


customers, the CAP website offers multiple tools to help customers navigate through the accommodation process:

- **Complete Needs Assessment:** CAP customers who are unsure of their accommodation needs can complete an online assessment to assist CAP with determining the appropriate solution on a case-by-case basis.
- **Browse Assistive Technology:** Customers can view descriptions of available assistive technology, arranged by relevant disability, to maintain, increase, or improve their ability to perform their job or seek employment.
- **Submit Request Form:** Individuals who already know the technology or services they require, provide the relevant information, including justification and item descriptions, to enable CAP to acquire their accommodation solution(s).
- **Subscribe to CAP Newsletters:** CAP distributes a variety of newsletters on multiple topics, including CAPTEC, the quarterly CAPtions newsletter, Telework, Wounded Service Members, and other CAP initiatives. Customers can sign up to receive any number of topics of interest.

Many other resources are available on the CAP website, including disability resources, upcoming events, and an extensive collection of assistive technology products available through CAP. Check out the CAP website at: www.tricare.osd.mil/cap.

CAP Process



Key

CAP Customer Responsibility

CAP Staff Responsibility

CAP encourages the recruitment, placement, promotion, and retention of people with disabilities within the Federal government. In the effort to make the Federal government a model employer for people with disabilities, it is important that you contact CAP to work together to provide **real solutions for real needs.**